



An Initiative By
Mahindra

SAFE. AUTHENTIC. VERIFIED

Andaman Adventures

THE BAY BECKONS YOU

Here's everything you need to know
before embarking on your adventure!

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ADVISORY:

1. **Payment Methods:** Carry enough cash as online card services may face network challenges.
2. **Sunrise and Sunset:** Sunrise at 5:00 AM, sunset at 5:30 PM.
3. **Swimming Safety:** Swim only in designated areas, under supervision.
4. **Beach Visits:** Pack extra clothes and towels for beaches.
5. **Comfortable Shoes:** Make sure to wear comfy shoes on days of beach treks.
6. **Baratang Island Trip:** Starts early - around 2:30 AM - 3:00 AM and ends by 3:00 PM and the whole journey may be strenuous for the elderly and parents with young kids.
7. **Boat Rides:** Elephant Beach rides are bumpy and not ideal for infants.
8. **Infant Safety:** We don't recommend boat trips for infants as life jackets are not available for them.
9. **Room Changes:** Any room or hotel changes to be made post confirmation will be based on availability and may incur additional costs.
10. **Punctuality:** Please be on time for boat tours, to avoid missing the tour.
11. **Water Activities:** For water activities like Jet Skii, Sea Kart, Scuba Diving, Sea Walking, and Snorkelling, a guide will accompany you in the water.
12. **Government Regulations:** Please note tour changes may take place in cases of government regulations, public events, and holidays.
13. **Climate:** Pack light, airy clothes; no sweaters needed.
14. **Hotel Timings:** Check-in 10 AM, Check-out 8 AM.
15. **Sailing Delays:** Trips subject to weather conditions.
16. **Responsible traveller:** Please treat all staff with respect. If you face issues, please report the same proactively.
17. **Plastic-Free Zone:** Use paper or cotton bags for shopping.
18. **Market Hours:** Most markets close by 9 PM. Havelock markets are closed on Mondays.

19. **Vegetarian Options:** are two pure vegetarian restaurants in Port Blair (Hotel Annapurna at Aberdeen Bazaar and Icy Spicy at Junglighat), and one on Havelock Island (Pure Veg Shakahar, opposite Gold India Beach Resort).
20. **Food Options:** All hotels offer both vegetarian and non-vegetarian food. Prepare for a memorable Andaman experience with these guidelines in mind!
21. **Required Documents:** Please bring valid government-issued identity proofs like Driving License, Passport, or Voter ID. PAN cards are not accepted as address proof.
22. **Flight Changes:** If your flight is Delayed, cancelled, or rescheduled, on Day 1, your itinerary may be adjusted, and additional charges incurred to be borne by the traveller.
23. **Pick & Drop:** Included once for 1 booking. Additional charges apply if co-travellers arrive or depart at different times.
24. **Unpredictable Weather:** Do carry an umbrella and rainwear for unexpected rain.
25. **Night Travel:** For your safety, avoid roaming in unfamiliar areas at night.
26. **Cash:** Do carry cash as cards are not accepted everywhere and ATMs can get very crowded.
27. **Network:** may be an issue in some areas. Airtel and BSNL postpaid work well in Port Blair, Havelock, and Neil.
28. **Hotel Stay Caution:** Kindly be mindful that Andaman stay ratings may not match those in other cities. Due to the island's remote nature and climate, hotels and transport often have staff shortages causing delayed service.
29. **Region Advisory:** Given Andaman's island location, it faces unpredictable weather and cyclones. Extra expenses incurred due to itinerary changes, that result from medical emergencies, weather conditions, road closures, etc. are to be covered by the travellers.

FERRY:

1. **Ticket Amendment:** Tickets are usually non-transferable and non-amendable.
2. **Voyage Changes:** Ferry may be cancelled or rescheduled due to weather, technical issues, or other reasons. Rescheduling is dependent on availability. In case of cancellation, travellers can seek a refund on the ferry charges.
3. **Luggage Allowance:** Passengers have a 25kg luggage limit, which can vary by route and ticket type. Extra luggage will incur added fees.
4. **Prohibited Items and Liability:** Sharp objects, knives, nail cutters, lighters, etc., are not allowed as hand luggage for safety. The operator is not responsible for loss or damage to personal belongings.
5. **Pets and Animals:** Pets and animals are not allowed on ferry.
6. **Alcohol and Smoking:** Smoking and drinking alcohol is not allowed on the ferry.
7. **Seat Availability:** Window seat cannot be guaranteed at the time of booking.

IMPORTANT INFORMATION TO NOTE:

1. **Water Activities:** Weather-dependent; in case of cancellations due to weather conditions – complete refund will be provided for paid water activities.
2. **Complimentary items:** No refunds for complimentary items if cancelled due to weather or regulations.
3. **Ferry Sailing:** Subject to weather. Alternative arrangements might incur extra charges.
4. **Room and Hotel Changes:** Any room or hotel changes made post confirmation will be based on availability and may incur additional costs.
5. **Offer Modifications:** Tour Operator may modify an itinerary based on government regulations, ferry cancellations, weather conditions and for such reasons beyond Tour operator's control which hampers the feasibility of maintaining the original itinerary.

SEA KART ADVENTURE GUIDELINES:

1. **Voluntary Participation & Liability Waiver:** Participation is voluntary. Guests are required to sign "Release of Liability" form acknowledging and accepting the potential risks and responsibilities associated.
2. **Participant Restrictions:** Keeping your safety first, this activity is not allowed for – pregnant women, mentally/physically challenged individuals, or children below 6.
3. **Age Limits:** Minimum driving age is 18; max is 60. Children 6-17 can ride with a parent/guardian.
4. **Physical Health:** Good health required for participation.
5. **Appropriate Attire:** Wear suitable water activity clothing. Clothing like sarees, dhotis, etc are not allowed due to safety risks. Changing facilities are available.
6. **Safety Briefing:** Guests are requested to pay attention to safety briefing.
7. **Rule Compliance:** We advise to strictly follow all safety rules. Keeping your safety in mind, any safety violations will result in the activity ending.
8. **Damage Prevention:** Kindly treat all items and the center carefully.
9. **Responsible travel:** Kindly treat all crew members with respect and avoid littering of public places. Do plan your adventure with these key points in mind.

SCUBA DIVING:



THINGS TO NOTE FOR SAFE SCUBA DIVING

1. **Pre-Dive Preparations:** Avoid heavy meals and alcohol before dive. If you are running a cold or fever, diving is not recommended.
2. **Duration:** Dive sessions last 30–45 minutes, based on experience and depth.
3. **Health Factors:** Individuals with severe respiratory/heart conditions or pregnancy should avoid diving.
4. **Age Limits:** Ages 14–45 only. Kindly consult your doctor, if you have any pre-existing medical condition.
5. **Comprehensive Briefing:** Mandatory dive briefing covers safety, signals, site info, and emergencies.
6. **Equipment Provided:** Mask, snorkel, fins, regulator, BCD, wetsuit (if needed); proper use will be explained.
7. **Weather Dependence:** Dives may be cancelled or rescheduled due to adverse weather. Dive Cancellations due to weather conditions are refundable.
8. **Responsible travel:** Kindly adhere to responsible underwater practices, such as not touching or damaging coral reefs, and minimizing your impact on the underwater ecosystem.
9. **Swimming Skills:** No swimming skills required, however having swimming skills can aid in better air pressure control and effortless gliding underwater. Enjoy a fantastic and secure scuba diving experience by following these guidelines.



PARASAILING:

1. **Weather Condition:** Activity timings may vary depending on weather conditions.
2. **Clothing:** Wearing light and comfortable clothing is essential for a smooth parasailing experience.
3. **Duration:** Briefing to landing is of 25 mins.
4. **Swimming Skills:** No swimming skills are required to enjoy parasailing.
5. **Difficulty Level:** Easy – Moderate.
6. **Age and weight limit:** The minimum age for parasailing is 10 years. Max weight is 100 kgs.
7. **Health Issues:** Guests must be in good physical health and free from any serious ailments or medical conditions to partake in the activity. Prior to parasailing, inform the operator about any existing medical conditions or concerns that might impact your participation.
8. **No Alcohol or Drugs:** Avoid intoxication before paragliding. Service partner reserves the right to turn any participant away, if found to be intoxicated.
9. **Briefing:** A preliminary session will be conducted before the actual activity to familiarize you with the process. It's important to attentively follow the provided instructions.
10. **Life Jackets:** Before take-off, ensure that you are provided with a well-fitted life jacket. It must be worn throughout the activity.
11. **Communication & signals:** Maintain open communication with the boat crew throughout the experience. They will guide you during take-off, flight, and landing. Pay close attention to the crew's hand signals and instructions while in the air.

KAYAKING:



1. **Life Jackets are Essential:** Ensure that you wear life jackets throughout the entire activity.
2. **Duration:** The entire activity duration is 25 mins.
3. **Health:** Guests must be in good physical health and free from any serious ailments or medical conditions to partake in the activity.
4. **Stay Close to the Group:** Maintain proximity to the group, especially during night kayaking, to avoid being left behind.
5. **Mangrove Forest Caution:** Refrain from disembarking from the kayak in mangrove forest areas due to muddy water surfaces.
6. **Focus on Serenity:** Kayaking in the islands emphasizes tranquillity and relaxation rather than intense excitement.
7. **Secure Personal Items:** Place all mobile phones and wallets in the centre before commencing the kayak trip. If you choose to bring your mobile device, ensure its safeguarding with a waterproof cover.
8. **Age & weight Restrictions:** Kayaking is permitted for ages 13 and above. Weight limit is 80 kgs.
9. **No Alcohol or Drugs:** Avoid being intoxicated before the sea walk, as they can impair judgment and coordination.

SEA WALK:

1. **Listen to the Briefing:** Kindly pay close attention to the safety briefing provided by the instructors around equipment usage, underwater signals, and emergency procedures.
2. **Duration:** The entire activity duration is 30 mins. Age and Weight Restriction: Suitable for ages 14-45 yrs. Weight limit is upto 90 kgs.
3. **Medical Fitness:** Kindly ensure you are in good health during the activity and please disclose any medical conditions to the instructors. Some health conditions may prevent you from participating.
4. **Follow Instructions:** Listen carefully to your instructor and follow their instructions throughout the sea walk.
5. **Equalizing Ear Pressure:** Instructors will help you learn and practice equalizing the pressure in your ears as you descend. Equalization helps prevent discomfort or potential ear injuries.
6. **Stay Within Depth Limits:** Stick to the designated depth limits set by the instructors. Venturing deeper without proper training can lead to safety risks.
7. **Responsible Travel:** Adhere to responsible underwater practices and minimize your impact on the ecosystem. Refrain from touching, disturbing, or collecting marine organisms.
8. **Stay with the Group:** Always remain close to the group and follow the designated path to ensure everyone's safety and prevent getting lost.
9. **Emergency Procedures:** Familiarize yourself with the emergency procedures, such as ascending to the surface in case of distress and be aware of the location of safety divers.
10. **No Alcohol or Drugs:** Avoid intoxication before the sea walk, as they can impair judgment and coordination.

CANCELLATION POLICY

- Cancellation 30 days* before date of travel: 10% of order value will be charged.
- Cancellation between 21 –30 days* of date of travel: 35% of order value will be charged.
- Cancellation 20 days* before date of travel: 100% of order value will be charged

*Please note

- Cancellations for arrivals between Dec 15th- Jan 15th: 100% of order value
- **Specific Resort Cancellation:** For the following resorts - (SeaShell/Coral Reef/Barefoot/Munjoh/Taj/Silver Sands/Sea Hills/Shangrilas/Virgin Beach Resort/Advasaha Resort/Sinclairs/Welcome Hotel Bay Island), 100% cancellation charges are applicable on total tour cost if any of these hotels are included in the package.
- No refunds are provided for unused services.

RESCHEDULING POLICY

- Rescheduling is subject to availability.
- Once the cancellation window ends, rescheduling cannot be done.
- Any price differences resulting from rescheduling, such as changes in seasonal rates or availability, will be applicable and will be communicated to the customer during the rescheduling process.
- Each booking allows for a maximum of one rescheduling opportunity. After which, no further changes can be made to the booking.
- If a customer requests a rescheduling but fails to attend the newly scheduled appointment, it will be considered a missed appointment, and our standard cancellation policy will apply.

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